TRICARE EUROPE IM/IT Update

Ted C. Lemon, Capt, *USAF, MSC, CIO*

Overview

- MTF Support Staff
- Commanders/Leadership
- MHS-Wide Decision Support Tools
- Additional Sites of Interest

TRICARE Europe Applications Available

- Customer Comment Card
- CMS (Claims Management System)
- MCOAT (Managed Care Optimization and Analysis Tool)
- Optimization Support Tool
- PPN (Preferred Provider Network)
- TADIVS (Translations Automated Data Invoice Verificatio Sys)
- ** Peer Review

Customer Comment Card

- New Version released 1 Oct 2004
  - “Streamlined Solution”
  - 700+ entered (reported at last year’s TEC)
  - To date 3,000+
  - Changes on the horizon

- Old Comment Card Results
  - 4,212 entries in 4 years on 871 providers
  - Average of 1053 entries per year

TRICARE Europe Comment Card beta version - Microsoft Internet Explorer provided by TRICARE Area Office - Europe
File Edit View Favorites Tools Help
Back Search Favorites
Address https://telemed.europe.tricare.osd.mil/main/commentcard/commentcard.asp?mysel=https%3A%2F%2Ftelemed.europe.tricare.osd.mil%2Fmain%2Fcommentcard%2F Go Links

TRICARE Europe

Customer Comment Card

TRICARE Europe

Welcome to the New Host Nation Provider Customer Comment Card site! This is your opportunity to tell us about your Host Nation provider experience.

Why do we use Host Nation providers?

Our Military Treatment Facilities (MTFs) are typically sized to serve military patients and their families who are assigned to a particular area. We often use Host Nation providers for specialty care at many MTFs because there are not enough cases to justify a full-time military provider at each military hospital or clinic. Also, it is impractical to make each MTF large enough to handle contingency operations or other instances when demand is temporarily very high. We aim to strike a balance between MTF size and our Host Nation network to ensure that you get the quality, cost effective care that you need. Host nations have differing cultural practices and varying medical standards, but that does not mean you should expect lower standards of care. Your comments help us ensure that you receive quality, cost effective, and accessible medical care through our Preferred Provider Network.

Please select the appropriate answer to the questions provided.

Date of care (Example:mmddyyyy (MM/DD/YYYY)

Were you satisfied? ◉ YES ○ NO

Would you return to this provider for medical care? ◉ YES ○ NO

Please select a location where your records are kept: Aviano Submit

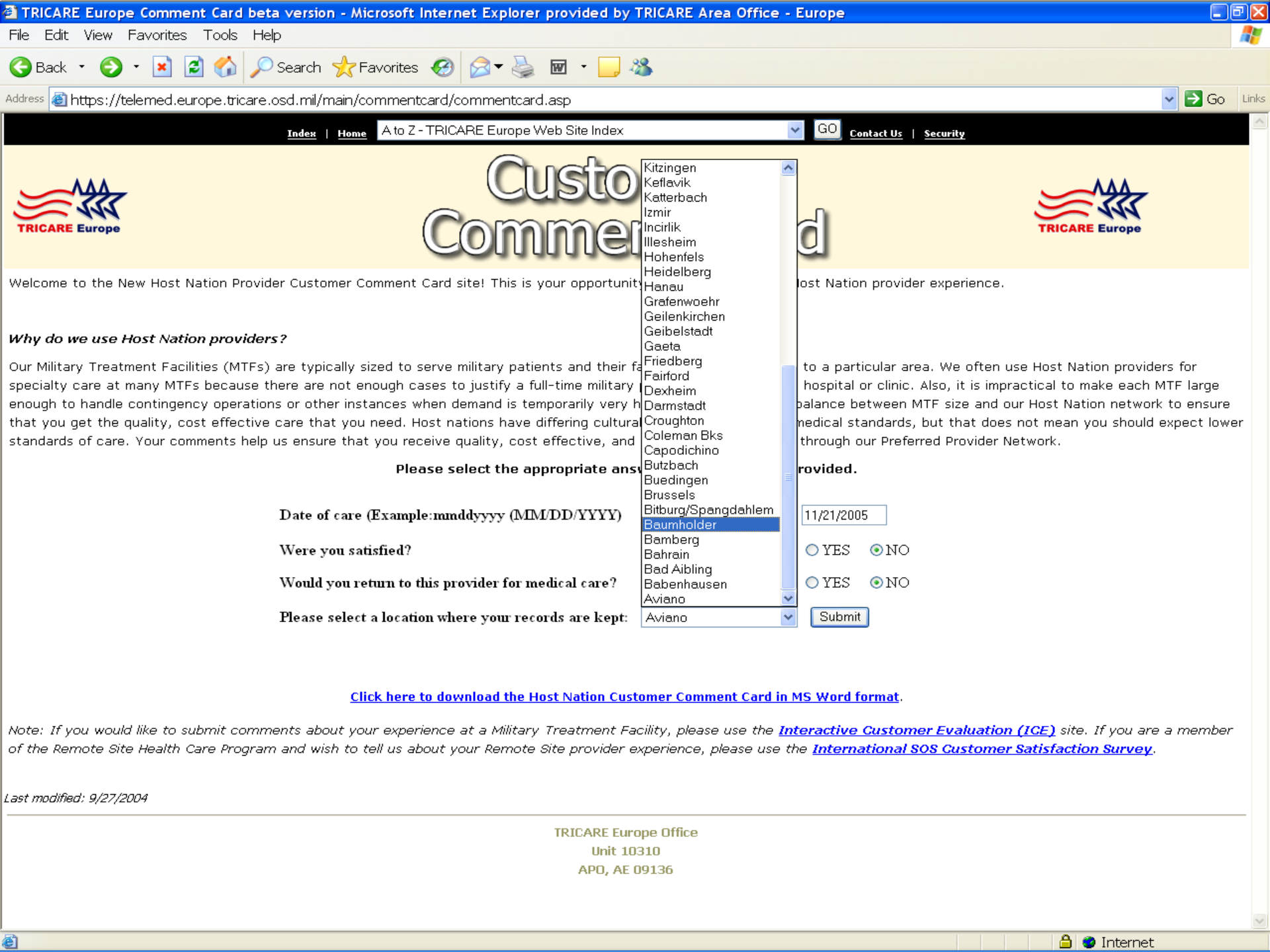
Click here to download the Host Nation Customer Comment Card in MS Word format.

*Note: If you would like to submit comments about your experience at a Military Treatment Facility, please use the **Interactive Customer Evaluation (ICE)** site. If you are a member of the Remote Site Health Care Program and wish to tell us about your Remote Site provider experience, please use the **International SOS Customer Satisfaction Survey**.*

Last modified: 9/27/2004

TRICARE Europe Office
Unit 10310
APO, AE 09136

Internet


TRICARE Europe Comment Card beta version - Microsoft Internet Explorer provided by TRICARE Area Office - Europe
File Edit View Favorites Tools Help
Back Search Favorites
Address https://telemed.europe.tricare.osd.mil/main/commentcard/commentcard.asp
Go Links
Index | Home A to Z - TRICARE Europe Web Site Index GO Contact Us | Security
TRICARE Europe
Custo
Commer d
TRICARE Europe
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through our Preferred Provider Network.
Please select the appropriate ans
rovided.
Date of care (Example:mmddyyyy (MM/DD/YYYY)
11/21/2005
Were you satisfied?
YES NO
Would you return to this provider for medical care?
YES NO
Please select a location where your records are kept:
Aviano
Submit
Kitzingen
Keflavik
Katterbach
Izmir
Incirlik
Illesheim
Hohenfels
Heidelberg
Hanau
Grafenwoehr
Geilenkirchen
Geibelstadt
Gaeta
Friedberg
Fairford
Dexheim
Darmstadt
Croughton
Coleman Bks
Capodichino
Butzbach
Buedingen
Brussels
Bitburg/Spangdahlem
Baumholder
Bamberg
Bahrain
Bad Aibling
Babenhausen
Aviano
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Last modified: 9/27/2004
TRICARE Europe Office
Unit 10310
APO, AE 09136
Internet

TRICARE Europe Comment Card TEST VERSION - Microsoft Internet Explorer provided by TRICARE Area Office - Europe
File Edit View Favorites Tools Help
Back Search Favorites
Address https://telemed.europe.tricare.osd.mil/main/commentcard/CommentCard2.asp
Go Links

TRICARE Europe

Customer Comment Card

TRICARE Europe

You've indicated that your records are kept at **Baumholder**. Please select who you were referred by.

Who Referred you to this provider, What Location: Ankara Select Location

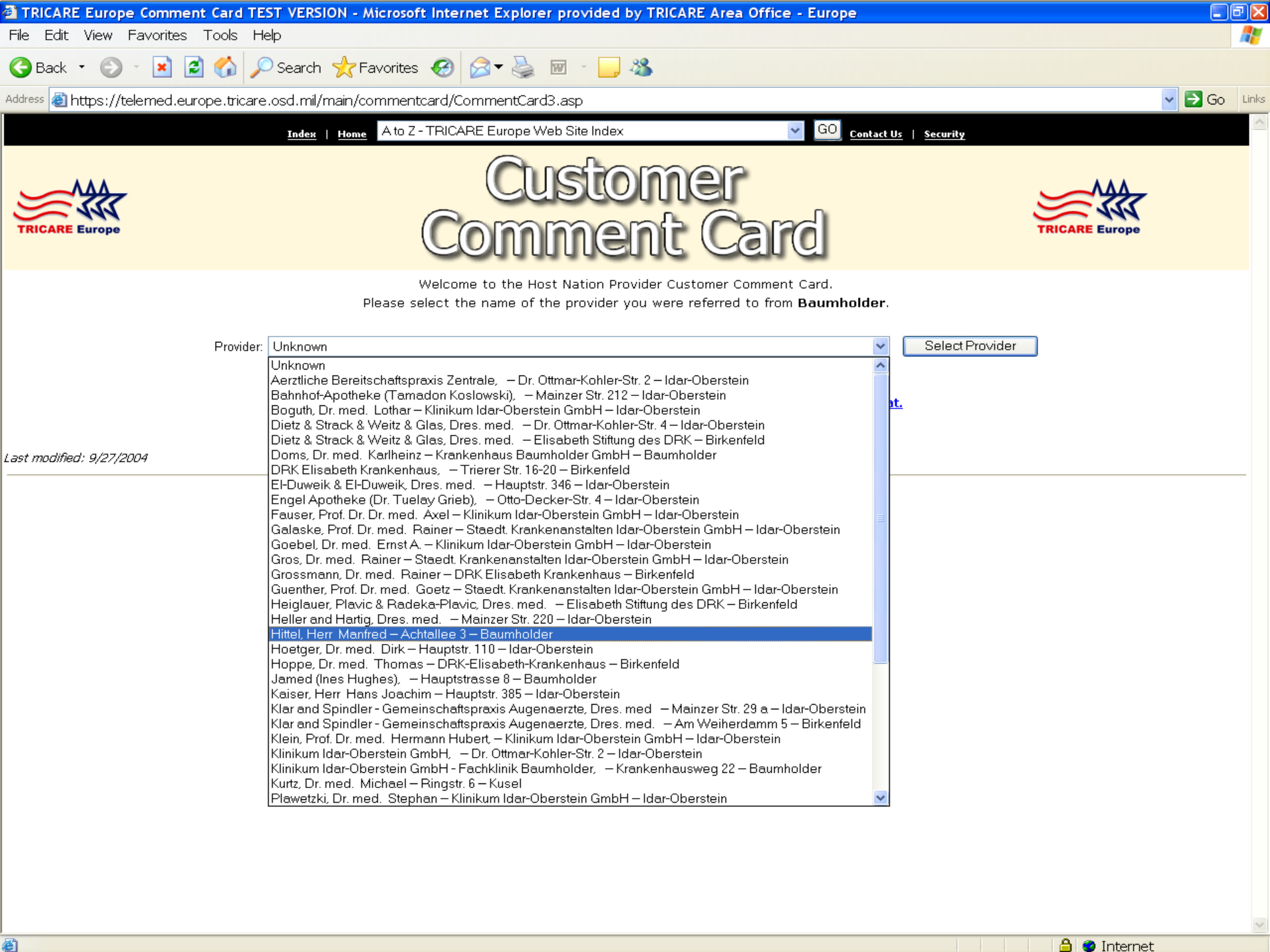
Menwith Hill
Mannheim
Livorno
Landstuhl
Lakenheath
La Maddalena
Kitzingen
Keflavik
Katterbach
Incirlik
Illesheim
Hohenfels
Heidelberg
Hanau
Grafenwoehr
Geilenkirchen
Gaeta
Friedberg
Dexheim
Darmstadt
Butzbach
Buedingen
Brussels
Bitburg/Spangdahlem
Baumholder
Bamberg
Bahrain
Babenhausen
Aviano
Ankara

Click here to download the Host Nation C in MS Word format.

Last modified: 9/28/2004

TRICARE E
Unit
APO, A

Internet


TRICARE Europe Comment Card TEST VERSION - Microsoft Internet Explorer provided by TRICARE Area Office - Europe
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Address https://telemed.europe.tricare.osd.mil/main/commentcard/CommentCard3.asp
Go Links
Index | Home
A to Z - TRICARE Europe Web Site Index
GO
Contact Us | Security
TRICARE Europe
Customer Comment Card
TRICARE Europe
Welcome to the Host Nation Provider Customer Comment Card.
Please select the name of the provider you were referred to from Baumholder.
Provider:
Unknown
Select Provider
Unknown
Aerztliche Bereitschaftspraxis Zentrale, – Dr. Ottmar-Kohler-Str. 2 – Idar-Oberstein
Bahnhof-Apotheke (Tamadon Koslowski), – Mainzer Str. 212 – Idar-Oberstein
Boguth, Dr. med. Lothar – Klinikum Idar-Oberstein GmbH – Idar-Oberstein
Dietz & Strack & Weitz & Glas, Dres. med. – Dr. Ottmar-Kohler-Str. 4 – Idar-Oberstein
Dietz & Strack & Weitz & Glas, Dres. med. – Elisabeth Stiftung des DRK – Birkenfeld
Doms, Dr. med. Karlheinz – Krankenhaus Baumholder GmbH – Baumholder
DRK Elisabeth Krankenhaus, – Trierer Str. 16-20 – Birkenfeld
El-Duweik & El-Duweik, Dres. med. – Hauptstr. 346 – Idar-Oberstein
Engel Apotheke (Dr. Tuelay Grieb), – Otto-Decker-Str. 4 – Idar-Oberstein
Fauser, Prof. Dr. Dr. med. Axel – Klinikum Idar-Oberstein GmbH – Idar-Oberstein
Galaske, Prof. Dr. med. Rainer – Staedt. Krankenanstalten Idar-Oberstein GmbH – Idar-Oberstein
Goebel, Dr. med. Ernst A. – Klinikum Idar-Oberstein GmbH – Idar-Oberstein
Gros, Dr. med. Rainer – Staedt. Krankenanstalten Idar-Oberstein GmbH – Idar-Oberstein
Grossmann, Dr. med. Rainer – DRK Elisabeth Krankenhaus – Birkenfeld
Guenther, Prof. Dr. med. Goetz – Staedt. Krankenanstalten Idar-Oberstein GmbH – Idar-Oberstein
Heiglauer, Plavic & Radeka-Plavic, Dres. med. – Elisabeth Stiftung des DRK – Birkenfeld
Heller and Hartig, Dres. med. – Mainzer Str. 220 – Idar-Oberstein
Hittel, Herr Manfred – Achtallee 3 – Baumholder
Hoetger, Dr. med. Dirk – Hauptstr. 110 – Idar-Oberstein
Hoppe, Dr. med. Thomas – DRK-Elisabeth-Krankenhaus – Birkenfeld
Jamed (Ines Hughes), – Hauptstrasse 8 – Baumholder
Kaiser, Herr Hans Joachim – Hauptstr. 385 – Idar-Oberstein
Klar and Spindler - Gemeinschaftspraxis Augenaerzte, Dres. med – Mainzer Str. 29 a – Idar-Oberstein
Klar and Spindler - Gemeinschaftspraxis Augenaerzte, Dres. med. – Am Weiherdamm 5 – Birkenfeld
Klein, Prof. Dr. med. Hermann Hubert, – Klinikum Idar-Oberstein GmbH – Idar-Oberstein
Klinikum Idar-Oberstein GmbH, – Dr. Ottmar-Kohler-Str. 2 – Idar-Oberstein
Klinikum Idar-Oberstein GmbH - Fachklinik Baumholder, – Krankenhausweg 22 – Baumholder
Kurtz, Dr. med. Michael – Ringstr. 6 – Kusel
Plawetzki, Dr. med. Stephan – Klinikum Idar-Oberstein GmbH – Idar-Oberstein
Last modified: 9/27/2004
Internet

Customer Comment Card

TRICARE Europe

TRICARE Europe

Host Nation Provider

Title: Herr

First Name: Manfred

Last Name or Clinic/Hosptial Name: Hittel

Where did you receive care?

Name of Host Nation Clinic: Achtallee 3

Address Line 2:

Address Line 3:

City: Baumholder

Country: Germany

Zip: 55774

Specialty: General Practice

Date of care (Example:mmddyyyy (01/01/2001) 11/21/2005

Facility where your medical records are located: Baumholder

Please rate the following items by selecting the circle next to your rating.
If an item does not apply, mark the "N/A" circle.

First Impression:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Host Nation Provider Customer Service:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Host Nation Staff Customer Service:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Quality of medical care:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Clarity of patient instructions:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Host Nation Providers Ability to speak English:	○ Excellent	○ Good	○ Average	○ Below Average	◉ Poor	○ N/A
Host Nation Staff Ability to speak English:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Facility Cleanliness:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Overall Impression:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A

Done
Internet

Specialty: General Practice

Date of care (Example:mmddyyyy (01/01/2001) 11/21/2005

Facility where your medical records are located: Baumholder

Please rate the following items by selecting the circle next to your rating.
If an item does not apply, mark the "N/A" circle.

First Impression:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Host Nation Provider Customer Service:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
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Quality of medical care:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Clarity of patient instructions:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
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Host Nation Staff Ability to speak English:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Facility Cleanliness:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A
Overall Impression:	○ Excellent	○ Good	○ Average	○ Below Average	○ Poor	◉ N/A

In order to best handle comments on providers please provide at least a name and email/phone number so we may better serve you and solve issues with problem providers, thank you very much for using the Customer Comment Card Application:

Patient

First Name:

Last Name:

Home Phone:

Work Phone:

E-mail:

Submit Comment Card Clear Form

Last modified: 1/12/2005

TRICARE Europe Office
Unit 10310
APO, AE 09136

TRICARE Europe

Customer Comment Card

TRICARE Europe

Comment Cards Submitted by MTF

MTF Name	Comment Count
Incirlik	417
Bitburg/Spangdahlem	416
SHAPE	335
Sigonella	313
Livorno	243
Lakenheath	151
Heidelberg	113
Vicenza	104
Naples	99
Stuttgart	95
Rota	74
Illesheim	65
Aviano	56
Baumholder	45
Souda Bay	36
Ramstein	32
Vilseck	26
Hanau	22
Geilenkirchen	19
Kitzingen	18
Bamberg	18
Butzbach	18
Katterbach	15
Upwood	12
Wiesbaden	11
Keflavik	10
Darmstadt	9
Wuerzburg	7
Lajes Field	7
Mannheim	7

Done Internet

TRICARE Europe

Customer Comment Card

TRICARE Europe

Ramstein	32
Vilseck	26
Hanau	22
Geilenkirchen	19
Kitzingen	18
Bamberg	18
Butzbach	18
Katterbach	15
Upwood	12
Wiesbaden	11
Keflavik	10
Darmstadt	9
Wuerzburg	7
Lajes Field	7
Mannheim	7
Landstuhl	7
La Maddalena	6
Geibelstadt	6
Brussels	4
London	4
Schweinfurt	4
Croughton	3
Babenhausen	3
Bad Aibling	3
Izmir	2
TRICARE Europe Office	2
Hohenfels	2
Buedingen	2
Dexheim	2
sembach	1
Grafenwoehr	1
Friedberg	1
Kevlavik	1

Done Internet

TRICARE Europe

Customer Comment Card

TRICARE Europe

Total Comment Cards:	2847
Percent That Would Return to Provider:	98.56%
Percent Satisfied:	98.60%

The following data under this text are ONLY average scores for comment cards where beneficiaries indicated they will NOT return to the propvider or they were NOT satisfied with care. Here are the averages on a scale of 1 - 5 for what beneficiaries were upset about mostly (5=excellent ... 1=Awful).

Survey Question	Average Score	Percent Good or Excellent
First Impression:	3.10	41.46%
Provider Customer Service:	2.36	21.43%
Staff Customer Service:	2.50	21.43%
Quality of Medical Care:	1.95	12.20%
Quality of instructions:	1.95	15.38%
Providers ability to speak English:	2.45	25.00%
Staff's ability to speak English:	2.42	21.05%
Facility cleanliness:	3.33	52.38%
Overall Impression:	1.90	7.14%

Last modified: 9/30/2004

Done Internet

Claims Management System

- MTF User
- WPS User
- CMS Administrator
- Commander Dashboard (*New)

Customer Feedback Tracking System

- Benefits
- Claims, Dental
- Eligibility
- F&A
- Public Affairs/Marketing
- Relocation
- Remote Site Health Care
- Retiree
- Web site Technical Comments

TRICARE Europe Home Page - Microsoft Internet Explorer provided by TRICARE Area Office - Europe

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Address http://www.europe.tricare.osd.mil/ Go Links

TRICARE Europe

TRICARE Europe

Your Passport to Quality Health

TRICARE Service Centers (TSC)
Beneficiary Information
Conferences
Forms and Downloads
TRICARE Dental Program
Links
Mental Health Resource Info
MTF Commanders
MTF Information
TRICARE As You PCS
Public Affairs and Marketing
Preferred Provider Network (PPN)
Remote Site Health Care
Reserve and National Guard
Retiree Information
Search
Traveling With TRICARE
Telemedicine

New Customer Comment Card Debuts

Have you ever been referred to a host nation provider? How was your experience? TRICARE Europe wants to know. We recently redesigned our Host Nation Provider Customer Comment Card so you can tell us about your experience more quickly and easily. You should receive a print version of this card every time you are referred off-base for care from your TRICARE Service Center. If you would rather fill out the form online, just visit us at www.europe.tricare.osd.mil. With our new Comment Card design, you can complete *...more*

Are you an active duty or family member in Europe and enrolled in TRICARE Prime or Standard? This site is for you. We hope that the following news and links will quickly point the way to the information you need most. Remember, if you have a question about your health care program, your TRICARE Service Center is there to help you.

Beneficiary News
Benefits Explained
Frequently Asked Questions
Host Nation Provider Customer Comment Card
Passport

TRICARE Europe Beneficiary Feedback

The information in this column features frequently asked questions from beneficiaries and answers provided by the TRICARE Europe Office staff.

***Q**: How can I check the status of my claim without placing a long distance call?*

***A**: If you would like to check the status of your claims or obtain a copy of your TRICARE Europe Explanation of Benefits, visit Wisconsin Physician's Service online (WPS is the TRICARE Europe claims proce..... more*

Help Your Dependents Avoid Health Care Access Problems

If you are a TRICARE beneficiary with a dependent who does not have a Social Security number, TRICARE Europe officials recommend that you apply for one as soon ... more

Hot Items

TRICARE Europe Health Care Passport
Remote Program (Fact Sheet #7)
Host Nation Provider Customer Comment Card
TRICARE During Your PCS Move
Reintegration Tips
CHCS II (Composite Health Care System) newsletter

What's New

TRICARE Europe Passport - Spring 2005 - 7/20/2005

Beneficiary Newsletter

Newsletter Index

Contact Us

To contact TRICARE Europe select a link . . .

Click here to send an e-mail to TRICARE Europe

Click here for TRICARE Europe's Mailing Address

Click here for TRICARE Europe Phone Numbers

Click here for the claims correspondence address

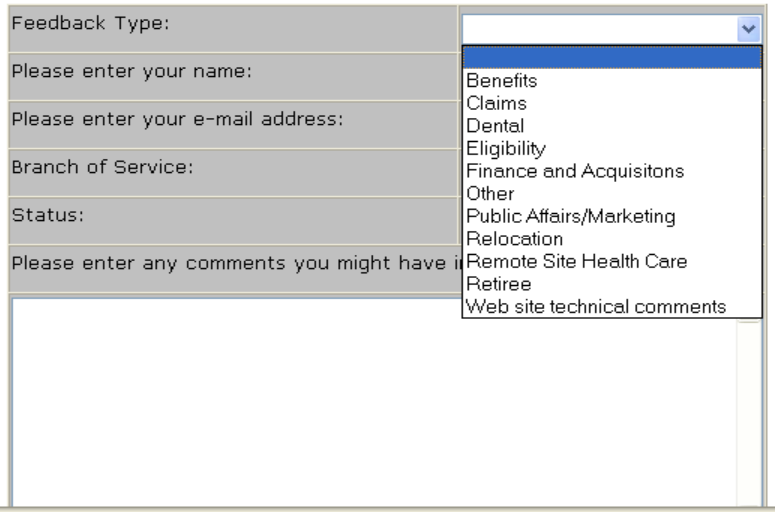
Click here for International SOS contact information

Click here for the TMA and Other National (U.S.) Toll-Free Numbers

To view frequently asked questions . . .click here

Sending us Feedback ...

Please let us know of any problems you've had with the site or other issues with programs or even general question you are having problems getting answered. TRICARE Area Office Europe is here to help you in any way possible. If your browser does not support forms, e-mail questions regarding policy and content to teoweb@europe.tricare.osd.mil. We will make sure your message is routed to the correct individual. Please check the general information at the bottom of this page if you would like more ways to contact our office. If you would like to provide feedback on things you would like to see on our site in the future, please bookmark this location in your browser, any information you provide is greatly appreciated. Please **do not** put full SSN's with the persons name in your message. Thank you!



Send comments | Erase comments

Here is our address information:

APO Address	German Address
TRICARE Area Office Europe	TRICARE Area Office Europe
Unit 10310, Sembach AB, Germany	Unit 10310, Bldg 214, Fourth Floor
APO, AE 09136-0005	Sembach Flugplatz
	67681 Heuberg, DE

TRICARE Europe Office Phone Numbers:
Commercial Prefix 49-(0)6302-67-XXXX

Division	DSN
Administration	496-6312/6314
Centralized TRICARE Service Center	496-7433
Dental Member Program	496-6358
Finance and Acquistions Branch	496-6316
Health Plan Evaluation	496-6325
Healthcare Operations Division	496-6324
Information Systems & Analysis	496-6322
Medical Director/Clinical Programs	496-6365
Partnership and Preferred Providers	496-6319
Population Health	496-6362
Public Affairs/Marketing	496-6315
Regional Case Manager	496-6336
Regional Operations Division	496-6320/60
Remote Site Health Care	496-6347

TRICARE Europe Medical Claims Processor Information:

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Healthcare Operations Division	496-6324
Information Systems & Analysis	496-6322
Medical Director/Clinical Programs	496-6365
Partnership and Preferred Providers	496-6319
Population Health	496-6362
Public Affairs/Marketing	496-6315
Regional Case Manager	496-6336
Regional Operations Division	496-6320/60
Remote Site Health Care	496-6347

TRICARE Europe Medical Claims Processor Information:

Send all ***active duty*** claims to:

TRICARE Europe
WPS - Active Duty Claims Processing
P.O. Box 7968
Madison, Wisconsin 53707-7968, USA

Send all ***active duty family member*** and ***TRICARE Standard*** claims to:

TRICARE Europe
WPS - Claims Processing
P.O. Box 8976
Madison, Wisconsin 53708-8976, USA

Send all ***correspondence*** (questions on claims, etc.) to:

TRICARE Europe
WPS - Correspondence
P.O. Box 7992
Madison, Wisconsin 53707-7992, USA

Last modified: 8/17/2005

Managed Care Optimization and Analysis Tool

- History
- Oversight/analysis of purchased care (Enrollment based)
- Web based 24/7 Access
- Uses internal/external data (M2, HCSR, PPN)
- Can be downloaded to Excel
- No software/hardware installation required
- POC: Capt Lemon DSN: 496-6322

TRICARE Europe

A to Z - TRICARE Europe Web Site Index
Beneficiary Information Portal
Beneficiary Newsletter
Benefits for Activated Reserve Members and Families
Claims Information
Claims Management System
Claims Submission Guidelines
Compass Newsletter
Conferences
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Customer Comment Card
Customer Comment Card Administration
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Dental Treatment Facility (DTF) Locator
Deployment and Contingency Operations: Health Care Information
Enrollment Information
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Hearing Aids
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Inpatient Mental Health Referrals in Civilian CONUS Facilities
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MTF Information
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Public Affairs and Marketing
Preferred Provider Network (PPN)
Remote Site Health Care
Reserve and National Guard
Retiree Information
Search
Traveling With TRICARE
Telemedicine
TRICARE Europe Programs

Ne uts

Have you ever been referred to a ho vants to know. We recently redesigned our Host Nation Provider e more quickly and easily. You should receive a print version of this ICARE Service Center. If you would rather fill out the form online, just vi d design, you can complete ...more

Are you an active duty or family me is site is for you. We hope that the following news and links will quickly u have a question about your health care program, your TRICARE

Beneficiary News
Benefits Explained
Frequently Asked Questions
Host Nation Provider Customer Comment Card
Passport

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An Explanation of New Medicare Options

Hot Items

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What's New

TRICARE Europe Passport - Spring 2005 - 7/20/2005

Beneficiary Newsletter

Newsletter Index

Managed Care Optimization & Analysis Tool (MCOAT)

Welcome to the MCOAT Login Screen

The Managed Care Optimization and Analysis Tool (MCOAT) is a user-friendly, web-based delivery system that allows the Lead Agent, MTF Commanders, and staff to perform interactive analysis of CHAMPUS cost and workload data or review summary reports for their facility's enrollees. Results can be downloaded to Excel or other data management software, and no on-site software or hardware installation is required. This part of the TRICARE Europe web site is restricted to users who have a valid username and password. The reports and other information contained in this site are produced by the TRICARE Europe staff and are not available to unauthorized users. Please enter your username and password:

Username: lemont

Password: ••••••

Log On To MCOAT

To obtain access to this account or to report connection problems, please contact the TRICARE Europe Webmaster.

TRICARE Europe Office
Unit 10310
APO, AE 09136

Welcome,
Capt.Lemon.

MCOAT Home
Custom Reports
Summary Reports
Data Dictionary
Project Overview
Contact Us
Logout

M2 Data refreshed:
15SEP2005

Introduction

Due to the uniqueness of the TRICARE overseas benefit and the beneficiaries served, MHS leaders in OCONUS regions have traditionally been very limited in the oversight and analysis of CHAMPUS workload and dollars spent.

In response to such need, the TRICARE Europe Office has developed the Managed Care Optimization and Analysis Tool (MCOAT).

MCOAT is a user-friendly, web-based delivery system for managed care data. It uses both internal and external MHS data sources and is directed toward spotting trends and identifying opportunities for increased optimization, access, and quality.

Note: Due to current HIPAA requirements, users are not given access to patient identifiable data.

Welcome,
Capt.Lemon.

MCOAT Home
Custom Reports
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15SEP2005

Introduction

Due to the uniqueness of the TRICARE overseas benefit and the beneficiaries served, MHS leaders in OCONUS regions have traditionally been very limited in the oversight and analysis of CHAMPUS workload and dollars spent.

In response to such need, the TRICARE Europe Office has developed the Managed Care Optimization and Analysis Tool (MCOAT).

MCOAT is a user-friendly, web-based delivery system for managed care data. It uses both internal and external MHS data sources and is directed toward spotting trends and identifying opportunities for increased optimization, access, and quality.

Note: Due to current HIPAA requirements, users are not given access to patient identifiable data.

MCOAT
Managed Care
Optimization & Analysis Tool

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15SEP2005

MCOAT Summary Report Wizard

Choose from a list of standard summary reports.

First select the year, report type, and grouping level for which you want results.

Then, select the specific MTF, Parent MTF, or MTF Service for which you want data, and click "Finish" to get your report.

1 Choose Report.

Fiscal Year* (•) 2004 ( ) 2005

Summary Report* ( ) Cost and Workload by Fiscal Quarter (FQ) ( ) Cost and Workload by Beneficiary Category

Grouping Level* ( ) MTF ( ) Parent MTF ( ) MTF Service ( ) Region

Group Selection*

* Indicates a required field [Reset] [Finish]

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Fiscal Year* (•) 2004 ( ) 2005

Summary Report* ( ) Cost and Workload by Fiscal Quarter (FQ)
(•) Cost and Workload by Beneficiary Category

Grouping Level* (•) MTF ( ) Parent MTF ( ) MTF Service ( ) Region

MTF*
- GRAFENWOEHR
- HANAU
- HEIDELBERG
- HOHENFELS/AMBERG

* Indicates a required field [Reset] [Finish]

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MCOAT Summary Report

Cost and Workload by Bene Cat: FY 2004

MTF - 0606	Active Duty	Active Duty Family Member	Retiree	Retiree Family	All
I. Institutional Claims					
Number of Admissions	39	274	87	74	474
Bed Days	108	1,173	745	536	2,562
Average Length of Stay	2.77	4.28	8.56	7.24	5.41
Total Government Cost	$95,412.75	$955,082.03	$266,157.05	$304,681.02	$1,621,332.85
Total Patient Cost	$.00	$11,743.22	$48,448.67	$32,332.68	$92,524.57
Average Gov't Cost per Admission	$2,446.48	$3,485.70	$3,059.28	$4,117.31	$3,420.53
II. Inpatient Professional Claims					
Number of Visits	73	1,157	306	240	1,776
Number of Services	120	1,397	341	262	2,120
Total Government Cost	$15,369.58	$547,958.80	$51,065.68	$60,278.78	$674,672.84
Total Patient Cost	$.00	$25.00	$13,344.23	$8,354.71	$21,723.94
Average Gov't Cost per Visit	$210.54	$473.60	$166.88	$251.16	$379.88
III. Outpatient Professional Claims					
Number of Visits	384	15,106	2,647	2,836	20,973
Number of Services	1,427	21,833	6,090	4,852	34,202
Total Government Cost	$147,707.15	$1,493,765.78	$239,556.97	$279,098.05	$2,160,127.95
Total Patient Cost	$471.93	$115,685.78	$113,000.11	$116,061.28	$345,219.10
Average Gov't Cost per Visit	$384.65	$98.89	$90.50	$98.41	$103.00
IV. Total Inpatient and Outpatient Care					
Total Admissions	39	274	87	74	474
Total Number of Visits	457	16263	2953	3076	22749
Total Number of Services	1,547	1,397	6,431	5,114	36,322
Total Government Cost	$258,489.48	$2,996,806.61	$556,779.70	$644,057.85	$4,456,133.64
Total Patient Cost	$471.93	$127,454.00	$174,793.01	$156,748.67	$459,467.61

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MCOAT Custom Query Wizard

Build your own custom report in three easy steps!

First, specify the type of report, and the dates to include, along with the treatment facilities and catchment area(s) for which you want data.

1 Select Report Type. 2 Choose Filters. 3 Choose Format.

Report Type* (?) ◉ Institutional ○ Non-Institutional

Fiscal Year* (?) ○ 2004 ◉ 2005

Fiscal Quarter* (?) ☑ 1 ☑ 2 ☑ 3 ☑ 4

Medical Treatment Facility (MTF)* (?)

- GEILENKIRCHEN AB
- GIEBELSTADT
- GRAFENWOEHR
- HANAU
- HEIDELBERG

Join Type (?) ○ And ◉ Or

Catchment Area (?)

- GEORGIA
- GERMANY
- GREECE
- HEIDELBERG MEDDAC

* Indicates a required field

Reset | Next to Step 2 ->

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MCOAT Custom Query Wizard

Finally, choose a file format and sorting options for your report.

Click Finish to receive the results of your custom query.

1 Select Report Type. 2 Choose Filters. 3 **Choose Format.**

Output File Type* ?
- (•) HTML (.htm)
- ( ) MS Excel 2000 (.xls)
- ( ) Tab Delimited Text (.txt)

Sort Field (1) ? Beneficiary Category

Sort Field (2) ?

Sort Field (3) ?

* Indicates a required field

Reset Finish

--Choose a field--
Age Group
Beneficiary Category
Provider Country
Sponsor Service
MTF
Fiscal Month
Fiscal Quarter
Fiscal Year
Gender

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Next, narrow the scope of your report by using the filters below.

1 Select Report Type. 2 **Choose Filters.** 3 Choose Format.

Major Diagnostic Category (MDC)

- Psychiatry
- Pulmonary/Respiratory
- Skin, Subcutaneous Tissue and Breas
- Substance Abuse

Beneficiary Category*

☑ AD Sponsor ☑ AD Dependent ☑ Ret Sponsor ☑ Ret/Deceased-Dependant & all other

Sponsor Service*

☑ Air Force ☑ Army ☑ Navy ☑ Marines
☑ Coast Guard ☑ Public Health Service
☑ NOAA ☑ CHAMPVA

* Indicates a required field

<- Back to Step 1 | Reset | Next to Step 3->

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Finally, choose a file format and sorting options for your report.

Click Finish to receive the results of your custom query.

1 Select Report Type. 2 Choose Filters. 3 **Choose Format.**

Output File Type* ?
- (•) HTML (.htm)
- ( ) MS Excel 2000 (.xls)
- ( ) Tab Delimited Text (.txt)

Sort Field (1) ? Beneficiary Category

Sort Field (2) ? Sponsor Service

Sort Field (3) ? Fiscal Month

* Indicates a required field

<- Back to Step 2 | Reset | Finish

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Admissions, Total	Amt Patient Paid, Overall, Total	Amount Allowed, Total	Amount Paid, Total	Bed Days, Total	Number of Claims	Admission Date	Admission Diagnosis	Admission Diagnosis Desc	Admission Source	Admission Type	Age	Begin Date Of Care	Ben Cat Common
1.0389	0	2871.7999	2871.7999	4.1557	1	10/27/2004 12:00:00 AM	29570	SCHIZOAFFECTIVE-UNSPEC	1	2	18	10/27/2004 12:00:00 AM	1
0	0	17336.1741	17336.1741	30.3095	1	10/27/2004 12:00:00 AM	29570	SCHIZOAFFECTIVE-UNSPEC	1	2	18	11/1/2004 12:00:00 AM	1
1.0451	0	13255.4903	13255.4903	20.9031	1	11/10/2004 12:00:00 AM	30750	EATING DISORDER NOS	9	3	27	11/10/2004 12:00:00 AM	1
1.0529	0	12964.1667	12964.1667	22.1118	1	11/24/2004 12:00:00 AM	30750	EATING DISORDER NOS	9	3	28	11/24/2004 12:00:00 AM	1
0	0	577.8724	577.8724	0	1	10/27/2004 12:00:00 AM	29570	SCHIZOAFFECTIVE-UNSPEC	1	2	18	12/1/2004 12:00:00 AM	1
1.0529	0	1571.9728	1571.9728	6.3176	1	12/21/2004 12:00:00 AM	29590	SCHIZOPHRENIA NOS-UNSPEC	9	3	29	12/21/2004 12:00:00 AM	1
1.0529	0	894.7985	894.7985	1.0529	1	12/16/2004 12:00:00 AM	29520	CATATONIA-UNSPEC	9	3	10	12/16/2004 12:00:00 AM	1
1.0529	0	1068.6276	1068.6276	1.0529	1	12/5/2004 12:00:00 AM	3089	ACUTE STRESS REACT NOS	9	3	22	12/5/2004 12:00:00 AM	1
1.0529	0	717.7745	717.7745	2.1058	1	12/14/2004 12:00:00 AM	3089	ACUTE STRESS REACT NOS	9	3	21	12/14/2004 12:00:00 AM	1
1.0629	0	258.9248	258.9248	1.0629	1	1/28/2005 12:00:00 AM	3013	EXPLOSIVE PERSONALITY	9	3	16	1/28/2005 12:00:00 AM	1
1.0764	0	935.5941	935.5941	0	1	2/9/2005 12:00:00 AM	7580	DOWN'S SYNDROME	9	3	9	2/9/2005 12:00:00 AM	1
1.0764	0	948.4532	948.4532	0	1	2/14/2005 12:00:00 AM	7580	DOWN'S SYNDROME	9	3	9	2/14/2005 12:00:00 AM	1

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M2 Data refreshed: 15SEP2005

Catchment Area ID	Catchment Area Name	DDS	DEERS Enrollment Site	Discharge Status	DRG	DRG Desc	End Date Of Care	Enrollment Site	Enrollment Site Name	Enrollment Status	FM	FY	FQ	Gender	Institution Type	MI
0606	HEIDELBERG MEDDAC	02	8998	30	430	PSYCHOSES	10/31/2004 12:00:00 AM	8998	AHC DARMSTADT	XF	1	2005	1	M	72	19
0606	HEIDELBERG MEDDAC	02	8998	30	430	PSYCHOSES	11/30/2004 12:00:00 AM	8998	AHC DARMSTADT	XF	2	2005	1	M	72	19
0606	HEIDELBERG MEDDAC	31	8987	01	432	OTHER MENTAL DISORDER DIAGNOSES	11/30/2004 12:00:00 AM	8987	AHC PATCH BKS	XF	2	2005	1	F	22	19
0606	HEIDELBERG MEDDAC	31	8987	01	432	OTHER MENTAL DISORDER DIAGNOSES	12/15/2004 12:00:00 AM	8987	AHC PATCH BKS	XF	3	2005	1	F	22	19
0606	HEIDELBERG MEDDAC	02	8998	01	430	PSYCHOSES	12/1/2004 12:00:00 AM	8998	AHC DARMSTADT	XF	3	2005	1	M	72	19
0606	HEIDELBERG MEDDAC	30	0800	01	430	PSYCHOSES	12/27/2004 12:00:00 AM	0800	RHEIN MAIN - 469TH MED FLT	XF	3	2005	1	F	10	19
0606	HEIDELBERG MEDDAC	02	8992	01	430	PSYCHOSES	12/17/2004 12:00:00 AM	8992	AHC DEXHEIM	XF	3	2005	1	M	10	19
0606	HEIDELBERG MEDDAC	30	0606	01	425	ACUTE ADJUSTMENT REACTION & PSYCHOSOCIAL DYSFUNCTION	12/6/2004 12:00:00 AM	0606	HEIDELBERG MEDDAC	XF	3	2005	1	F	10	19
0606	HEIDELBERG MEDDAC	30	8998	01	425	ACUTE ADJUSTMENT REACTION & PSYCHOSOCIAL DYSFUNCTION	12/16/2004 12:00:00 AM	8998	AHC DARMSTADT	XF	3	2005	1	F	10	19
0606	HEIDELBERG MEDDAC	01	8987	01	428	DISORDERS OF PERSONALITY & IMPULSE CONTROL	1/29/2005 12:00:00 AM	8987	AHC PATCH BKS	XF	4	2005	2	M	22	19
0606	HEIDELBERG MEDDAC	01	0606	01	429	ORGANIC DISTURBANCES & MENTAL RETARDATION	2/9/2005 12:00:00 AM	0606	HEIDELBERG MEDDAC	XF	5	2005	2	M	10	19
0606	HEIDELBERG MEDDAC	01	0606	01	429	ORGANIC DISTURBANCES & MENTAL RETARDATION	2/14/2005 12:00:00 AM	0606	HEIDELBERG MEDDAC	XF	5	2005	2	M	10	19
						ORGANIC										

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der	Institution Type	MDC	Preventable Admission Indicator	Primary Diagnosis	Primary Procedure	PRISM Area ID	PRISM Area Name	Provider Tax ID	Multiple Provider ID	Sec Diagnosis1	Sec Diagnosis2	Sec Diagnosis3	Sec Diagnosis4	Sec Diagnosis5	Diag
	72	19	0	29570		8998	AHC DARMSTADT	741153067	0001						
	72	19	0	29570		8998	AHC DARMSTADT	741153067	0001						
	22	19	0	30750		8987	AHC PATCH BKS	GB0002453	0000						
	22	19	0	30750		8987	AHC PATCH BKS	GB0002453	0000						
	72	19	0	29570		8998	AHC DARMSTADT	741153067	0001						
	10	19	0	29590		0800	RHEIN MAIN - 469TH MED FLT	DE0031192	0000						
	10	19	0	29520		8992	AHC DEXHEIM	DE0006763	0000						
	10	19	0	3089		0606	HEIDELBERG MEDDAC	DE0035177	0000	2949					
	10	19	0	3089		8998	AHC DARMSTADT	DE0024701	0000						
	22	19	0	3013		8987	AHC PATCH BKS	DE0698292	0000						
	10	19	0	7580		0606	HEIDELBERG MEDDAC	DE0035177	0000	74569					
	10	19	0	7580		0606	HEIDELBERG MEDDAC	DE0035177	0000	74569					

Optimization Support Tool

- Continuity of Care
- Daily Demand Waiting
- Open Appointments
- PCM Enrollment
- Daily Demand: % Same Day
- Schedules
- Booked Appts
- Yearly Demand Waiting
- Yearly Demand: % Same Day

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- Hospitals in Europe
- Host Nation Inpatient Mental Health Facilities
- Host Nation Provider-Data Administration
- Inpatient Mental Health Referrals in Civilian CONUS Facilities
- Inpatient Mental Health Referrals in OCONUS
- Links
- Managed Care Optimization & Analysis Tool (MCOAT)
- Marketing Downloads
- Marketing News
- Marketing Products Login Screen
- Mental Health Care for TRICARE Europe Prime Beneficiaries
- Mental Health Resource Information
- MHS Staff Information
- Military Treatment Facility (MTF) Locator
- Mission and Vision
- MTF Information Portal
- MTF Referral Information for Remote Site POCs
- National Defense Authorization Act (NDAA)
- NAVMED 6320/10 - Nonnaval Health Care Claim Form
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TRICARE Europe

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- Conferences
- Forms and Downloads
- TRICARE Dental Program
- Links
- Mental Health Resource Info
- MTF Commanders
- MTF Information
- TRICARE As You PCS
- Public Affairs and Marketing
- Preferred Provider Network (PPN)
- Remote Site Health Care
- Reserve and National Guard
- Retiree Information
- Search
- Traveling With TRICARE
- Telemedicine

New Rul eficiaries

One year ago, TRICARE introduced emote Site locations worldwide. With our partner, International SOS dious forms, lengthy paperwork, or up-front payments. Remote site ber etwork of credentialed doctors, dentists, hospitals, and clinics — th ue to work to make the Remote Site health care experience compar

Are you an active duty or family m his site is for you. We hope that the following news and links will qui if you have a question about your health care program, your TRICARE

Beneficiary News

Benefits Explained

Host Nation Provider Customer Comment Card

Passport

TRICARE Europe Beneficiary Feedback

The information in this column features frequently asked questions from beneficiaries and answers provided by the TRICARE Europe Office staff.

***Q**: How can I check the status of my claim without placing a long distance call?*

***A**: If you would like to check the status of your claims or obtain a copy of your TRICARE Europe Explanation of Benefits, visit Wisconsin Physician's Service online (WPS is the TRICARE Europe claims proce..... more*

Help Your Dependents Avoid Health Care Access Problems

If you are a TRICARE beneficiary with a dependent who does not have a Social Security number, TRICARE Europe officials recommend that you apply for one as soon ..... *more*

Hot Items

- TRICARE Europe Health Care Passport
- Remote Program (Fact Sheet #7)
- Host Nation Provider Customer Comment Card
- TRICARE During Your PCS Move
- Reintegration Tips
- CHCS II (Composite Health Care System) newsletter

What's New

TRICARE Europe Passport - Spring 2005 - 7/20/2005

Beneficiary Newsletter

Newsletter Index

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TRICARE Europe

OPTIMIZATION SUPPORT TOOL

ACCESS MEASUREMENT TOOL (VERSION 2.0)

Continuity of Care

Welcome to the Optimization Support Tool!

GETTING STARTED explains the core functionality of the tool and how to use it to achieve the TRICARE Open Access Standard.

Select MTF: 31 MED GP AVIANO AB IT (MED) NEXT

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OPTIMIZATION SUPPORT TOOL

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- HOHENFELS
- ILLESHEIM
- KAISERSLAUTERN
- KATTERBACH
- KITZINGEN
- LANDSTUHL
- LIVORNO
- MANNHEIM
- MED 65 GP LAJES FIELD PO
- MENWITH HILL MEDICAL CENTER
- NAVY MEDICAL CLINIC LONDON
- OTHER EUROPE NON TGRO
- PATCH STUTTGART
- RAMSTEIN/SEMBACH
- SCHWEINFURT
- SHAPE
- SPANGDAHLEM
- USDAO ALGIERS
- USDAO LUANDA
- USDAO PRETORIA
- USDAO TIRANA
- USDAO YEREVAN
- USNH KEFLAVIK IC
- USNH NAPLES IT
- USNH ROTA, SPAIN
- USNH SIGONELLA IT
- VICENZA
- VILSECK
- WIESBADEN
- WUERZBURG

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Continuity of Care Report

Optimization Support Tool

Select Groups using the Ctrl. key and press the >> button.

LSL PEDIATRIC GROUP RSN BLUE TEAM RSN FAM PRACTICE RSN FAMILY PRACTICE RSN FAMILY PRACTICE B RSN FAMILY PRACTICE C RSN FLIGHT MEDICINE GRP RSN PCS TEAM RSN PEDIATRIC SBH FAMILY PRACTICE	RSN FAMILY PRACTICE A

<< >>

PICK PCMS View Report

Optimization Reports

Demand

PCM Enrollment

Select another Clinic

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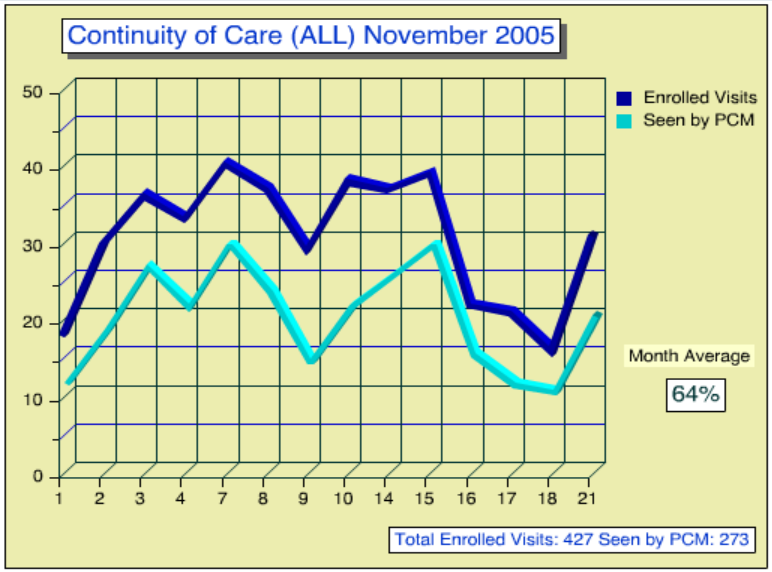
MTF Optimization Tool - RAMSTEIN/SEMBACH Division



Optimization Reports

- PCM Continuity Table
- User Manual
- PCM Enrollment

The graph on the left corresponds to RAMSTEIN/SEMBACH's shared continuity for the groups listed below.

PCM GROUPS

- RSN FAMILY PRACTICE A

Oct 2005 Go!

Oct 2005
Sep 2005
Aug 2005
Jul 2005
Jun 2005
May 2005
Apr 2005
Mar 2005
Feb 2005
Jan 2005
Dec 2004
Nov 2004
Oct 2004
Sep 2004
Aug 2004
Jul 2004
Jun 2004
May 2004
Apr 2004
Mar 2004
Feb 2004
Jan 2004
Dec 2003
Nov 2003
Oct 2003
Sep 2003
Aug 2003
Jul 2003
Jun 2003
May 2003

Internet

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OPTIMIZATION SUPPORT TOOL

ACCESS MEASUREMENT TOOL (VERSION 2.0)

Continuity of Care

- Continuity of Care
- Daily Demand:Waiting
- Open Appointments
- PCM Enrollment
- Daily Demand:% Same Day
- Schedule
- Booked Appointments
- Yearly Demand:Waiting
- Yearly Demand:% Same Day

Welcome to the Optimization Support Tool!

GETTING STARTED explains the core functionality of the tool and how to use it to achieve the TRICARE Open Access Standard.

Select MTF: 31 MED GP AVIANO AB IT (MED) NEXT

Done Internet

Optimization Support Tool-Open Appointment Types - Microsoft Internet Explorer provided by TRICARE Area Office - Europe
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Address http://www.europe.tricare.osd.mil/main/InformationSystems/OptimizeV2/pickschedopen.asp
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TRICARE Europe

Open Appointments

Optimization Support Tool

Select Clinic(s) using the Ctrl. key and press the >> button.

BEHAVIORAL HEALTH CON
ENT PARTNERSHIP CLINIC
FAMILY PRACTICE CLINIC
FLIGHT MED OCC CLIN CON
FLIGHT MEDICINE CLINIC
GENERAL SURGERY CLINIC
GYNECOLOGY CLINIC
INTERNAL MEDICINE
LIFE SKILLS SUPPORT CEN
NURSE/TECH FLIGHT LINE

<< >>

PEDIATRIC CLINIC

View Report | Pick PCMs

Optimization Reports

Continuity
PCM Enrollment

Select another Clinic

Internet

Optimization Support Tool-Open Appointment Types - Microsoft Internet Explorer provided by TRICARE Area Office - Europe
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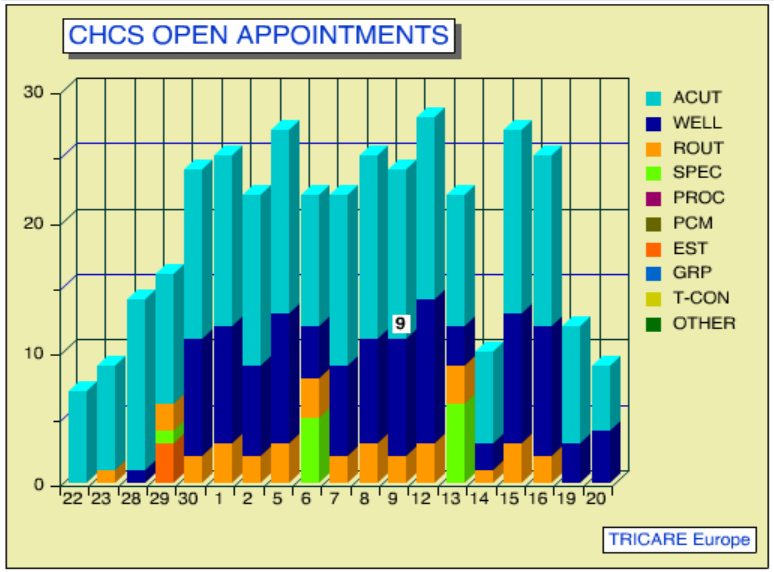
Address http://www.europe.tricare.osd.mil/main/InformationSystems/OptimizeV2/schedule_open_action.asp
Go Links

31 MED GP AVIANO AB IT (MED)/'PEDIATRIC CLINIC'



Optimization Reports

PCM Enrollment

The graph on the left corresponds to the current schedule in CHCS.

Select another Clinic

Done
Internet

Preferred Provider Network Admin Tool

- Searchable database of PPN and non-network providers
  - 50 MTFs
  - 13 countries
- Network coordinator can input provider data locally
- Removes the need for MTF verification of TEO's input
- Enables TEO to issue provider certificates immediately
- Provides summary claims cost data by provider

PPN Cont.

- Recent Revisions/Updates
  - Automatic certificate creation by MTF (No more snail mail)
  - Auto E-mail notification
    - WPS
    - MTF
    - TAO-E
  - Real-time/most recent provider data to WPS
    - Decrease in erroneous payments by WPS
    - Increased efficiency and decreased cost
    - Approval time went from 42 days to hours

TADIVS

- Web based platform for tracking submission/receipt of translated medical reports
- User enters minimal data and faxes/uploads scanned host nation medical report
- Translation contractor uploads translated medical rprt “read only” MS Word format
- User downloads and prints the translated medical reports
- Tracks vendor translation timeliness (Routine – 10 days, Urgent – 48 hours)
- Provides option for MTF to “question” translation
- Provides ad-hoc reporting

On The Horizon…..

- **HN Peer Review/Referral Management Application**
- **TRIMS (TRICARE Referral Information Management System)**
  - Development in progress
  - Working with USAFE Development Team
  - Will track/capture all translations from HN Providers
  - Peer Review
  - Rollout yet TBD (Approx 3 Mos development time)

MHS-Wide Decision Support Tools

- TOC (TRICARE Operations Center)
  www.tricare.osd.mil/tools

- PEPR (Patient Encounter & Process Reporting)

TRICARE Operations Center (TOC)

- Template Analysis Tool (TAT)
- Inpatient Daily Summary
- Length of Stay Analysis
- Provider Schedules
- Appointment Cancellations by MTF
- Enrollment & Population
- Access to Care Reports
- NED Discrepancy Reports

http://toc.tma.osd.mil/cgi-bin/broker.exe - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://toc.tma.osd.mil/cgi-bin/broker.exe Go Links

TRICARE Operations Center

Building Tools That Work...
...For People Who Care

Select Operational View

Overall MHS:
TOC

Branch of Service:
–Select View–

Health Service Region:
–Select View–

Intermediate Command:
–Select View–

Update View

Bookmark This View

MHS Hierarchy Model Last Updated:10FEB04:10:12:22

Reporting Tools

Overall MHS:

Statistics Represent CHCS Date: 05/20/2004
Most Recent Data Load Completed: 20MAY04:04:56:35

Tool	Currently Reporting	Help
Template Analysis Tool (TAT)	41/435 (9%)	
Inpatient Daily Summary	34/117 (29%)	
Length of Stay Analysis	34/117 (29%)	
Provider Schedules	41/435 (9%)	
Appointment Cancellations by MTF	177/505 (35%)	

NOTE: Graphs consist of data last received from MTFs. Stored data is graphed for MTFs without current data. Select the reporting statistic hyperlink to view a detailed list of the current data collection status.

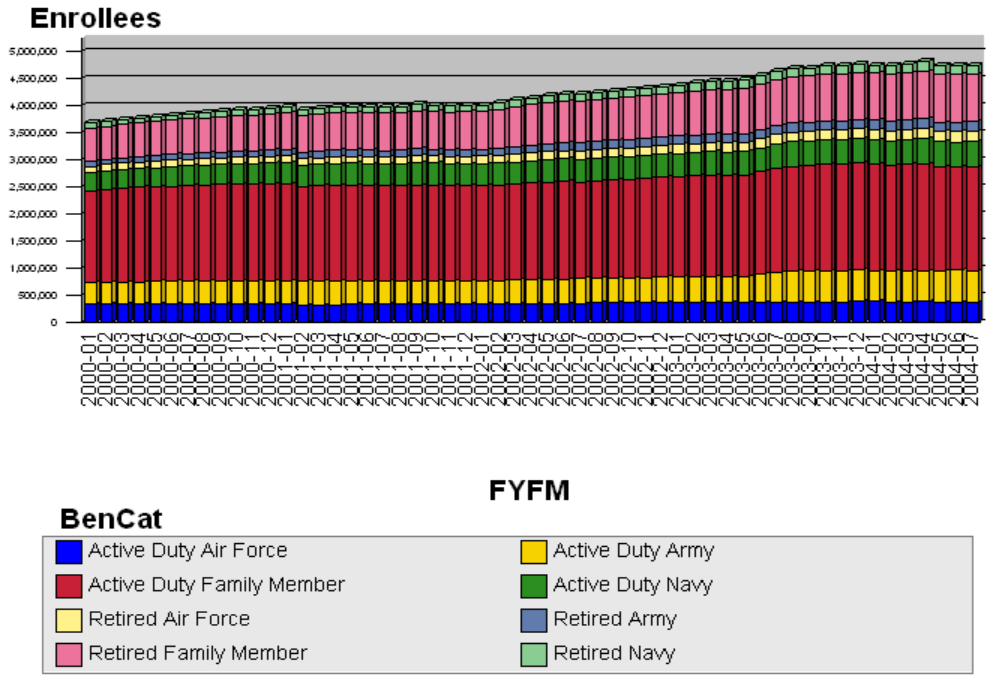
Excel Reports

- Enrollment & Population
- Access to Care Reports
- NED Discrepancy Report

Introduction

Enrollment

Total Enrollment
Overall MHS:



Additional Sites of Interest

- **TOL (TRICARE ONLINE)**
  WWW.TRICAREONLINE.COM
  - **Self Appointing**
  - **CHCS Access**
  - **18 Million Pages of Medical Info**
  - **Care Authorization System**

- **GIQD (General Inquiry of DEERS)**
  https://www.dmdc.osd.mil/appj/giqd/login.jsp

Summary

- MTF Support Staff
- Commanders/Leadership
- MHS-Wide Decision Support Tools
- Additional Sites of Interest
- Thanks For Attending!!!
- Capt Lemon DSN: 496-6322, E-mail Ted.Lemon@TMA.OSD.MIL

Questions?